

HP ExpertONE program

Frequently Asked Questions

Q: Why has the HP Certified Professional program been changed to HP ExpertONE?

A: In order to meet customer needs for cross-domain skills and knowledge necessary to harness next-generation data center technologies, HP is creating the new ExpertONE program. The goal of ExpertONE is to build a global network of IT professionals and service providers whose skills are honed to maximize the benefits of Converged Infrastructure and provide the largest return on IT investment. HP is uniquely positioned to build out Converged Infrastructure skills because HP is the only company to offer a full portfolio of standards-based server, storage, network, and management building blocks that are pre-integrated specifically to solve the complexities of the data center. HP is also the only company that offers extensive training and certification on every one of these elements today. Therefore, HP has the distinction of being able to integrate its own and multivendor offerings into a simplified framework of training and assessment building blocks that can meet the skill-development needs of IT workers, regardless of their individual job role, technology specialization, or present skill level. The ExpertONE name was chosen to reflect HP's holistic approach.

Q: Has the HP Certified Professional program gone away?

A: The HP Certified Professional program has not gone away—it has evolved to meet the changing needs of today's businesses which require end-to-end solution skills.

Q: Where can I get more information about the changes for HP ExpertONE?

A: You can visit www.hp.com/go/ExpertONE for additional information and print materials.

Q: Is HP ExpertONE just another certification program?

A: HP ExpertONE is unique in two ways: 1) HP has designed the program to be customer centric. The certification industry has become primarily focused on product training for the IT professional. HP intends to reassert the value proposition of cross business and technology skills for companies who need expertise to get the most out of their IT investments. 2) HP ExpertONE integrates HP and multivendor skills into a comprehensive framework of learning building blocks that can meet the skill-development needs of IT workers, regardless of their individual job role, technology specialization, or present skill level.



Q: How does the HP ExpertONE program affect my current certifications?

A: Certifications gained under the HP Certified Professional program continue to be considered valid. However, HP is evolving the certification framework to match the needs of customers as they are implementing next-generation information technologies. As new versions of certifications are released, upgrade paths will be offered that provide an efficient means to evolve both IT professionals' technology skills and business acumen and will provide significant career enhancement as the IT industry evolves.

Q: If I am on a path now to complete my certification, should I stop and wait for more information?

A: Please continue on your current certification path. Certifications gained under the HP Certified Professional program continue to be considered valid. However, HP is evolving the certification framework to match the needs of customers as they are implementing next-generation information technologies. As new versions of certifications are released, upgrade paths will be offered that provide an efficient means to evolve both IT professionals' technology skills and business acumen and will provide significant career enhancement as the IT industry evolves.

Q: What is/are the benefit/s for me to participate in the HP ExpertONE program?

A: As you follow the HP ExpertONE program, it will provide new levels of career enhancement as it provides training for the skills that customers and employers are demanding as they deploy next-generation IT solutions.

Q: When will the new changes take effect?

A: Implementation of this comprehensive skills framework will be a multi-year journey; however, HP is evolving its training and certifications toward this vision starting with the following announcements in October 2010:

- The new HP Master ASE—Converged Infrastructure Architect certification

- A new suite of networking specialist certifications supporting the new HP Networking product portfolio
- Fast-track training and certifications for the HP Networking certification portfolio for holders of Cisco certifications

Q: Will I receive new certificates and ID cards?

A: Certifications gained under the HP Certified Professional program continue to be considered valid. If you already have an active HP Certification, you will not receive another certificate. Certificates and ID cards will evolve over time to reflect the new identity of ExpertONE.

Q: Are there any new certifications being added to HP ExpertONE?

A: Yes. Starting in October 2010, the following credentials will become available:

- A new HP Master ASE—Converged Infrastructure Architect certification
- A new suite of networking specialist certifications supporting the new HP Networking product portfolio.
- Fast-track training and assessment programs for the HP Networking certification portfolio for holders of Cisco certifications

Q: Is the HP ExpertONE program going to be used in HP partner program requirements? (PartnerONE program in the Americas, Business Partner Program in APJ, Preferred Partner Program in EMEA)

A: The ExpertONE program is designed to CERTIFY IT professionals based on their skill level; and the PartnerONE (Americas), Preferred Partner Program (EMEA), and Business Partner Program (APJ) will leverage ExpertONE in our program strategy. Membership in HP partner programs includes competency requirements along with other business and financial requirements. In order for partners to qualify for membership at various levels, they must have a certain number of people certified at the required levels (quantities and skill levels vary by program.) See your local program guide for specific partner programs and related competency requirements.

Q: What is the timing for rollout in each region?

A: The ExpertONE program is available immediately in all regions. It incorporates a combination of existing HP Certified Professional credentials as well as new ones. See your local program website for information about specific course and exam availability.

Q: You are announcing ExpertONE Networking certification as part of the new program—will there be similar program certifications for servers, storage, software, printing, and services? When will they roll out?

A: The ExpertONE skill framework has evolved and will continue to evolve to meet the objectives of customers. HP enhances its portfolio continually to ensure that customers have access to cutting-edge skill sets and to enable IT professionals to keep pace with the rate of new technology introduction in the market. For the latest information, refer to the website (www.hp.com/go/ExpertONE).

Q: Can you explain how an individual achieves certification for HP Master ASE—Converged Infrastructure Architect? If you have that certification, do you need to be Networking certified also. How does that work?

A: There are multiple skill sets and job roles available through the ExpertONE program. Some job roles require deep technology expertise specific to a single technology domain such as storage, networking, servers, etc., and other roles require broad end-to-end solution capability. The HP Master ASE—Converged Infrastructure Architect provides an IT professional with the end-to-end skills to design a next-generation data center based upon a customer's specific business objectives and IT environment. An HP AIS, ASE, or Master ASE in networking will provide BOTH the deep skills necessary to design and implement a network infrastructure AND the ability to deploy HP next-generation networking skills within a converged infrastructure environment. Individuals may need either or both of these skills dependent upon their solution portfolio and partner program requirements. See your local program guide for partner program requirements.

Q: How much does certification cost and how long does it take to complete?

A: The cost varies by course, number and type of exams, etc. Refer to the ExpertONE website (www.hp.com/go/ExpertONE) for details per certification offering.

Q: What is involved in the board assessment for the HP Master ASE—Converged Infrastructure Architect certification?

A: The Master ASE—Converged Infrastructure Architect includes two requirements. First, a proctored, written exam validates technology and solution design skills. CI Architects must have the breadth of solution and technology skills to ensure that the ultimate data center solution is designed to meet a company's needs. Second, candidates for this certification are board-certified, ensuring an *Architect can design a CI solution that is both technically and financially sound*. Prior to the oral exam, candidates will be presented with a customer scenario and must develop a solution based on the customer business requirements. Then each candidate must appear before a board where each panel member will play a customer role such as CIO, CFO, etc. There are two phases to the board examination: First, "discovery" provides the candidate an opportunity to ask questions related to the business and technical requirements. Second, "presentation" provides an opportunity to present a solution. The board will ask questions of the candidate, and they will be required to both review the technology components as well as cost-justify the financial investment required. In this way the candidate will demonstrate the business value and expected ROI of their solution. Refer to the website (www.hp.com/go/ExpertONE) for more information.

Q: I would like to join the ExpertONE certification community. What steps do I need to take?

A: Step 1: Obtain your HP Learner ID
Step 2: Select the certification you want to achieve
Step 3: View the prerequisites
Step 4: Prepare for the exam
Step 5: Pass the certification exam
Step 6: Welcome to the HP Certified Professional Community
More detailed information and links can be found at
http://www.hp.com/certification/steps_to_certification.html

Q: Where can I find more information on the Fast-track courses?

A: Refer to the website (www.hp.com/go/ExpertONE) for the latest information.

Q: I have a Service Qualification. How am I affected by the launch of ExpertONE?

A: Existing service qualifications continue to be considered valid. Many service qualifications rely upon HP Certified Professional APS credentials for prerequisite requirements. As HP evolves the certification framework to match the needs of customers, new versions of APS certifications may be released. While there are no specific announcements at this time, please refer to the website (www.hp.com/go/ExpertONE) for the latest information.

